Departmental Quarterly Performance Report

Department Name: General Services Administration

Reporting Period:
2005
Second Quarter

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MAJOR PERFORMANCE INITIATIVES

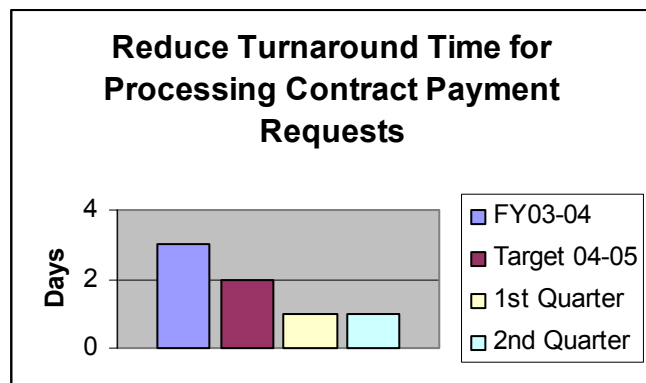|	
Goal ES1: Enable County departments and their service partners to deliver quality customer service **Outcome ES1-4:** Satisfied customers **Performance Measure:** % of customers stating they are satisfied with service in our parking facilities **Target Levels:** FY03-04 Actual = 90% FY04-05 = 90% FY05-06 = 92% **Status:** • Customer Service survey sent to patrons; expected returns by May 1st. -- **Performance Measure:** % of claimants satisfied with liability claims services **Target Levels:** FY06 = 70% **Status:** • A survey document is being developed with the assistance of the Office of Strategic Business Management. Results are targeted for 05/06. -- **Performance Measure:** % of employees and retirees satisfied with the services received from the Benefits Administration Unit. **Target Levels:** FY03-04 = 94% FY04-05=90% **Status:** • Retirees - 97% • Actives - 100% The number of completed surveys has been very low, hence, the results are not truly meaningful. -- **Performance Measure:** Reduce turnaround time to user for processing contract payment requests. **Target Levels:** FY03-04 =Approve in 3 days FY04-05= Approve in 2 days **Status:**	_x_ *Strategic Plan* _x_ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *ECC Project* __ *Workforce Dev.* __ *Audit Response* __ *Other_____* *(Describe)*

Reduce Turnaround Time for Processing Contract Payment Requests

Days		
4		■ FY03-04
2		■ Target 04-05
0		□ 1st Quarter
		□ 2nd Quarter

FY03-04 = 3, Target 04-05 = 2, 1st Quarter = 1, 2nd Quarter = 1

Goal ES2: Enhance community access to reliable information regarding services and County government issues. **Outcome ES2-2:** Responsive communications services (printing) for other county departments **Performance Measure:** Reduce turn-around time for medium sized jobs in the County Copy Center **Target Levels:** FY03-04 = 2.47 days FY04-05= 2.00 days **Status:** • During the second quarter of this fiscal year the Copy Center received 135 medium sized jobs with a mean average turn-around-time of 2.25 days. --- **Outcome ES2-1:** Easily accessible information regarding County services and programs **Performance Measure:** Percentage increase in color digital output **Target Levels:** FY03-04 = 12,000 FY04-05= 13,200 **Status:** • During the second quarter of FY 04-05, there was an eighty eight percent increase of color digital output. During the three-month period from January 1, 2005 to March 31, 2005, the Copy Center produced 5,642 impressions which are up from an annualized rate of 3,000 per quarter from the prior fiscal year.	_x_ *Strategic Plan* _x_ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *ECC Project* __ *Workforce Dev.* __ *Audit Response* __ *Other_____* *(Describe)*
Goal ES3: – Ensure the timely acquisition of "best value" goods and services while maintaining integrity and inclusion **Outcome ES-3-1:** Streamlined and responsive procurement process **Performance Measure:** % decrease in units of sale **Target Levels:** FY03-04 = 252,600 units of sale FY04-05=decrease units by 5% **Status:** • During the second quarter of this fiscal year, inventory was 215,684 units of sale, which represents a 15% decrease from FY 03-04.	_x_ *Strategic Plan* _x_ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *ECC Project* __ *Workforce Dev.* __ *Audit Response* __ *Other_____* *(Describe)*
Goal ES4: – Capitalize on technology to improve service, increase efficiency and provide greater information access and exchange **Outcome ES-4-3:** Responsive service deployment and resolution of technology problems **Performance Measure:** 80% of routine IT problems resolved in 24 hours **Target Levels**: FY03-04 Actual= 55 % FY04-05 = 70% FY05-06 = 75% **Status:** • Approximately 65 % problems are resolved in 24 hours. The use of remote access to resolve user problems has been a major benefit in this area. --	_x_ *Strategic Plan* _x_ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other_____* *(Describe)*

Outcome ES-4-6: County processes improved through information technology **Performance Measure:** % of users satisfied with electronic/technology access to services and information **Target Levels:** FY05-06 = 50% **Status:** • Continuing to work with ETSD to develop the online web enrollment process. Implementation is scheduled for plan year 2006 open enrollment in October 2005.	
Goal ES5: – Attract, develop and retain an effective, diverse and dedicated team of employees **Outcome ES-5-2:** Retention of Excellent Employees **Performance Measure:** % of reduction in employee turnover rate **Target Levels:** FY04-05 = 5 % FY05-06 = 4.85% **Status:** • Distributing TOs to divisions within 7 to10 days of receipt from ERD. • Job applicants are notified of status within 29 days after receipt of list from ERD. • Informing divisions within 2 to 4 days of recruitment status. • Working to create employee satisfaction survey.	

Goal ES6: – Plan, Construct and maintain well-designed County facilities in time to meet the needs of Miami-Dade County
Outcome ES-6-1: Safe, convenient and accessible facilities planned and built ready to meet needs
 	
Performance Measure: Maintain the rates of new County leases at or below the rates of comparable buildings in the local real estate market
Target Levels: FY04-05=Establish Baseline
 	
Status:
• Three new leases went into effect during this quarter. Rates for all three leases were below the rates of comparable buildings in the local real estate market.
 	
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Performance Measure: Maintain per square foot operating expense for GSA-managed buildings at or below rates of comparable buildings in private sector
Target Levels: FY03-04=In line with private sector per OSBM Rent Study
   FY04-05=maintain
 	
Status:
• Staffs along with OSBM created a model to assist in ensuring prices are consistent with the private sector. Results of the study indicated that operating expenses are at or below that of the private sector.
 	
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Performance Measure: Reduce time required to complete estimates
Target Levels: FY03-04 = 25 Days   FY04-05=20 Days
	_x_ *Strategic Plan*
	_x_ *Business Plan*
	__ *Budgeted Priorities*
	__ *Customer Service*
	__ *Workforce Dev.*
	__ *ECC Project*
	__ *Audit Response*
	__ *Other_____*
	        (Describe)

Status:

- Staff continued working on 82 requests for new projects for this quarter. Forty-two estimates were completed and twenty-six estimates were completed and sent to the user departments for their approval within 20 days. Five of the estimates were late due to pending agency approval of the proposed changed scope of work; and the other s were within the 25 day increment, but not completed within 20 days.

Performance Measure: Increase the availability of professional, educational and technical training opportunities
Target Levels: FY04-05= 75% (250 hours)

Status:

- All levels of Division staff attended numerous County sponsored and outside professional training this quarter as listed in the Training section on page 8 of this submission. In total, staff recorded 266 hours of various training.

Performance Measure: Percentage of in-house Construction projects or phases completed on time in accordance with original schedule
Target Levels: FY03-04 = 75%   FY04-05= 80%

Status:

- There were 40 projects (or elements of projects) completed on time and within budget out of 48 reported for this quarter. Three were late due to staff workload, one is pending agency (CICC) approval of scope of work and the remaining four were due to unforeseen construction repairs and unforeseen building department requirements and changes outside the original scope of work.

Outcome ES-6-4: Well-maintained facilities

Performance Measure: % of milestones met
Target Levels: FY03-04 = 50%   FY04-05=60%

Status:
- Negotiated and signed a landscape service agreement with Department of Corrections & Rehabilitation.
- Sending out bids for contract to repair guide wires and tire-stops in Hickman garage
- Continuing to market the parking facilities in order to increase revenues.

Goal ES7: – Provide quality, sufficient and well maintained County vehicles to County Departments **Outcome ES-7-1:** Safe and reliable vehicles ready to meet needs **Performance Measure:** % of the preventive maintenance of Solid Waste collection and disposal equipment performed within the predetermined interval	_x_ *Strategic Plan* _x_ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response*

Target Levels: FY03-04=88%   FY04-05=90%

_ _ *Other*_____
(Describe)

Status:

- 92% of all heavy equipment PMs were performed on time or within the predetermined interval this quarter.

Quantity of PMs Performed & on Time

Legend:
- PMs Performed
- PMs on Time

X-axis: 2nd Quarter 02/03, 4th Quarter 02/03, 2nd Quarter 03/04, 4th Quarter 03/04, 2nd Quarter 04/05
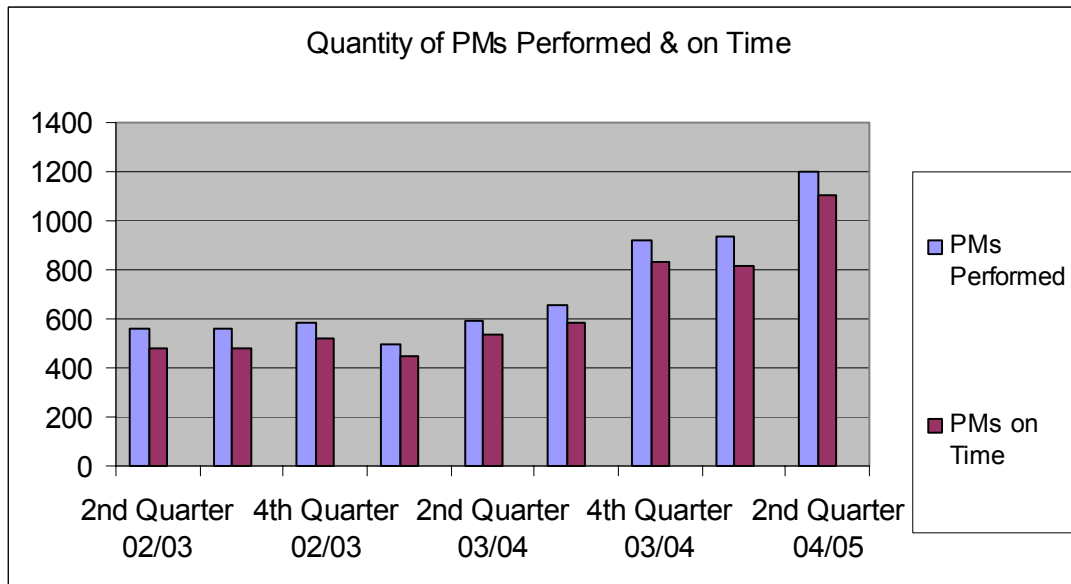
Performance Measure: Increase customer satisfaction with County fueling operations by reducing the time required to obtain fuel

Target Levels: FY03-04=14 fuel sites converted to cardless (VIT) technology
                       FY04-05=convert 9 fuel sites to a cardless (VIT) technology

Status:

- The cardless VIT system has been installed at 3 County fuel sites, for a total of 17 cardless fueling sites completed to-date.
- 740 new County vehicles have been equipped with VIT transceivers.

Performance Measure: Reduce the percentage of PMs for light equipment that are overdue (excluding police patrols)

Target Levels: FY03-04 = 96% of light equipment   FY04-05 = 98% of light equipment

Status:

- 97.2% of the PMs performed were performed within the predetermined mileage interval.
- The percentage of light vehicles excluding police patrols that were past due for PM service averaged 2.8%.

Outcome ES-7-2: Worker-friendly and functional vehicles

Outcome ES7-3:   Cost-effective vehicles

Performance Measure: # of environmentally friendly vehicles in the fleet

Target Levels: FY03-04 = 206 total hybrid vehicles   FY04-05= 281 total hybrid vehicles

Status:

- The purchase of 75 model year 2005 Toyota Prius hybrids has been approved by the BCC.

Goal ES8: – Ensure the financial viability of the County through sound financial management practices **Outcome ES8-1:** Sound asset management and financial investment strategies **Performance Measure:** Increase the recovery percentage (%) relevant to the viable recovery opportunities **Target Levels:** FY03-04 = $1,400,035 (48% of viable recoveries) FY04-05= 50% of viable recoveries **Status:** • $818,876.05 Recoveries, 58% of viable recoveries. --- **Performance Measure:** % of invoices paid within 30 days of receipt **Target Levels**: FY03-04 Actual= 75% FY04-05= 80% FY05-06 = 85% **Status:** • Current turnaround time is 26.84 days. • Revising Accounts Payable procedures to further reduce processing turnaround time.	_x_ *Strategic Plan* _x_ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *ECC Project* __ *Workforce Dev.* __ *Audit Response* __ *Other_____* *(Describe)*
Review All Parking Operations: Review parking operations and prepare a report on marketing and revenue initiatives. Implementing the following recommendations: - evaluating the feasibility of parking software upgrade or replacement - preparing for the implementation of discount rooftop parking at the Hickman Garage - minor booth enhancements in the planning stage; deferred until FY04-05 Patrons have begun receiving surcharge refund checks. Still working with the Surcharge Refund Administrator to clarify claims and to ensure that ALL eligible County patrons receive their refund.	__ *Strategic Plan* __ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* _x_ *ECC Project* __ *Audit Response* __ *Other_____* *(Describe)*
Return to Work: Implementation of Return to Work Program During this quarter, the Disability Management Specialist continued with expanding the return to work program in terms of claimants served and fine tuning practices and procedures. The average caseload of claimants being provided reemployment assessments and/or services ranged between thirty and forty. Networking and evaluating of supplemental providers for these services continued as needed, as did the monitoring of the vendors who have been provided referrals. Research and coordination with the Department of Education/Bureau of Rehabilitation and Reemployment Services continued to ensure proper practices per statutes, including the filing of necessary paperwork to remain in compliance. Training on these issues was prepared and presented to adjusters along with a review of the return to work program and referral process. Networking with DPRs, supervisors and other relevant personnel to assist with locating position openings, coordinating job analyses and related issues continued. Approximately two dozen cases were closed per job analysis completion, return to work or other resolution	__ *Strategic Plan* __ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* _x_ *ECC Project* __ *Audit Response* __ *Other_____* *(Describe)*
Contaminated Oil Filtration System*:* Install specialized oil filtration technology on heavy equipment to reduce the frequency and cost of oil changes. There were 15 new SWM trucks received with the Puradyn system during this quarter and there were no retrofits done to older units in the fleet. Currently, the departmental breakdown of the trucks retrofitted at our shops with the Puradyn system is: 75 Fire Department, 525 Solid Waste, and 10 MDTA. GSA will continue installations based on the type, age, and use of the equipment.	__ *Strategic Plan* __ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* _x_ *ECC Project* __ *Audit Response*

The Puradyn system is working as stated by the manufacturer. We have incorporated it on all heavy equipment specifications for current and future County equipment purchases.	__ *Other*_____ *(Describe)*
Energy Performance Contracting: Implementation of Energy and Water Saving Measures for County Facilities • Projects continue at three Miami International Airport facilities, the South District Wastewater Treatment Plant, the TGK Correctional facility, and five GSA – managed buildings. • Additional projects have commenced at a Miami International Airport facility, and for facilities at the Civic Center. • Energy audits and recommendations are being reviewed for two sewer treatment plants, and the Downtown Chilled Water Loop. • Energy and water conservation audits are underway for Park and Recreation facilities, and several additional Miami International Airport facilities. **Savings for the Quarter**: $1,075,000 **FY 2004-05 Savings:** $2,150,000	__ *Strategic Plan* __ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* _x_ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
Divest of Surplus Lands: Review the inventory of County-owned surplus lands and divest these properties where practicable. During this quarter approximately 15 properties were inspected and 23 were reviewed by the Infill Housing Committee. In addition, General Services Administration closed on the sale of 24 surplus properties generating $27,270.00 in revenue to the County.	__ *Strategic Plan* __ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* _x_ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
## Marketing: • Materials: Marketing of goods and services to all County Departments and to the municipalities within Miami Dade County. The marketing letter and sample materials went out during the month of April (2004). The on-line link to the office supply catalog is now operational. To date, staff has sold supplies and/or graphics/printing/mailing services to Hialeah Gardens, Miami Beach, Biscayne Park, State of Florida (Senator Gwen Margolis), Sunny Isle Beach, Coral Gables, Medley, El Portal, Miami Gardens (first credit card sale), and Citizens Crime Watch.	__ *Strategic Plan* __ *Business Plan* __ *Budgeted Priorities* _x_ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*

## Training: 	
 • Department- wide training:
   o Delivering Excellence Training – All GSA employees have received the training.
 • Administration-
   o Supervisory Certification Program
   o Customer Service Training
   o Elections Training
   o FMLA Audio Conference
   o Arrest Log Tracking System Training
   o Reasonable Accommodation Audio Conference
   o Criminal Background Training
   o Monthly Safety Talks
   o COGNOS Datamart Training
 	
 • Materials –
   o Graphic designers received 24 hours of training on new operating systems and software packages.
   o All employees receive monthly safety briefing.
   o On going training of Graphic Designers
   o Train the trainer will be accomplished during the month of April for Service Excellence Training.
	__ *Strategic Plan*
	 __ *Business Plan*
	 __ *Budgeted Priorities*
	 __ *Customer Service*
	 _x_ *Workforce Dev.*
	 __ *ECC Project*
	 __ *Audit Response*
	 __ *Other*_____
	 (Describe)

- Risk – Training received on the following topics:
  - Check Printing from Claim Suite
  - Business Level Writing Training
  - Claims Pro and Report Pro Training
  - Elections Training
  - Florida Health Care Coalition
  - Machine Safety
  - National Incident Management System
  - Safety Training
  - Pathogen Training
  - Bureau of Rehabilitation and Re-employment Service (Vocational Training)
  - Total Medical Solution
  - Excel 2002 (XP) Level 1
  - Laser Check Printing
  - Warehouse Safety
  - ADPICS Training
- CMRS –
  - CIIS Training
  - FAMIS/ADPICS Training
  - Employee New Hire Orientation
  - Continuing Education Classes – Design and Architectural/Engineering Staff
  - Procurement Workshop
  - County Supervisory Certification Program
  - Change Order Training
  - Safety Talks
  - Digital Drafting Systems - upgrades

- Fleet Management –
  - Monthly safety talks
  - New Hire orientation
  - Veeder root fuel inventory system re-certification classes
  - Procurement workshops
  - County Supervisory Certification courses are currently being attended by staff
  - Cognos Datamart computer training for all Shop Supervisors
  - Several technical training classes attended by light and heavy mechanics

- FUMD –
  - County Supervisory Certification courses are currently being attended by staff.
  - Certified Professional Secretaries courses are currently being attended by one staff member.
  - Monthly Safety Talks
  - New Hire Orientation
  - Re-Certification: Elevator Q.E.I. (Continuing Education)
  - Maintenance Personnel staff attended In-Service Training in the areas of:
    - FPL –IR (NFPA 92) Safety – 5 attendees (15 training hours)
    - FPL –IR (NFPA 92) Safety – 9 attendees (27 training hours)
    - Ludeca - Shaft Alignment – 6 attendees (36 training hours)
    - Silmar- Security Electronics 12 attendees (48 hours of training)
    - WASA- Confined Spaces Responder- 8 attendees (128 training hours)
    - DHS - WMD Awareness Trainer -1 attendee (12 training hours)

Departmental Quarterly Performance Report
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PERSONNEL SUMMARY

A. *Filled/Vacancy Report*

NUMBER OF FULL-TIME POSITIONS*	Filled as of September 30 of Prior Year	Current Year Budget	Actual Number of Filled and Vacant positions at the end of each quarter							
			Quarter 1		Quarter 2		Quarter 3		Quarter 4	
			Filled	Vacant	Filled	Vacant	Filled	Vacant	Filled	Vacant
	703	786**	715	71	732	54				

* Public Safety Departments should report the sworn versus non-sworn personnel separately and Departments with significant part-time, temporary or seasonal help should report these separately.

** Budgeted positions 784; 4 overages - - 1 Senior Systems Analyst Programmer; 1 Console Security Specialist; 1 Building Management Assistant 1; 1 Construction Manager 2; Transferred to Team Metro – 311 Answer Center – 1 Data Entry Specialist, 1 Claims Representative 1

Notes:

B. *Key Vacancies*

Administration:
1 Systems Analyst/Programmer 2
1 Senior Systems Analyst/Programmer
1 Personnel Technician

Materials:
None

Risk:
2- Claims Representative 1
1-Workers' Compensation Claims Representative
1- Claims Representative 2
1- Risk Management Appraiser
1- Safety Specialist 1

CMRS:
3 - Construction Manager 3
1 - Refrigeration/AC Mechanic
1 – Landscape Architect 2

Fleet:
5 - Light Equipment Technician
3 - Heavy Equipment Technician
2 - Fleet Management Assistant Facility Supervisor (reclass pending)
1 - Fleet Management Facility Supervisor
1 - Welder
1 - Systems Analyst/Programmer 2
2 - Auto Parts Specialist 2

FUMD:
1 - Security Alarm Specialist
2 – Maintenance Mechanic
2 - Real Estate Officers Overage requests pending OSBM approval
2- Real Estate Officers (due to promotions)

2- Building Manager 1
1-Building Manager 2
1- Elevator Inspector
2- Console Security Specialist 1
1- Building Management Assistant 1
1- Account Clerk
1-GSA Asset Management & Development Officer
1-Painter

C. Turnover Issues

None

D. Skill/Hiring Issues

Risk: Specialized experience required in Workers' Compensation and Liability. Pool of qualified applicants is often small.

CMRS: Interviews were conducted and final selections will be made for Construction Manager 3 staff. Landscape Architect 2 due to the small pool of qualified applicants, ERD suggested not to be immediately re-advertised until they reviewed the position compared to industry requirements. Filled Manager of Construction Management Section and Roofing Supervisor (CM 2) positions.

Fleet: The expeditious hiring of four operations positions: Light Equipment Technician, Heavy Equipment Technician, Welder, and Auto Parts Specialist 2 is critical in reducing vehicle repairs backlog and improving vehicle repair turn around time at the shops.   The reclassification (and subsequent filling) of a vacant position to a Systems Analyst/Programmer 2 is necessary to provide dedicated computer support to the Division especially in light of the upcoming Datastream software implementation.   Lastly, the hiring of two Assistant Facility Supervisors and a Facility Supervisor is necessary to provide adequate supervisory coverage at the shops which is expected to significantly reduce current supervisory overtime.

FUMD: The following vacant positions have been a major challenge in hiring qualified individuals with the skills, knowledge, and abilities required for this position due to the nominal starting salaries: Security Alarm Technician and Elevator Inspector. A more competitive salary would encourage more qualified people to apply, thereby creating a larger applicant pool.

E. Part-time, Temporary and Seasonal Personnel
   (Including the number of temporaries long-term with the Department)

Administration: Parking has filled the 2 part-time positions that allow us maximum flexibility with reduced overtime. Accounting is using a temporary employee to substitute for an Account Clerk who will be on military leave as well as scanning and electronically storing the printed checks for WC.

Materials: One temp graphic designer – considered as long term provides employee training.

One temp in the office supply section while one permanent employee has been assigned to the hurricane relief effort at the warehouse. This temp is scheduled to be released on October 22, 2004.

Risk: We have utilized three temps this quarter; Administration, Liability and the Office of Safety. The temp for administration is covering the duties of the Office Support Specialist who is responsible for the receptionist area. The Liability temp is being used to cover for a vacant position to be filled. The Office of Safety temp continues to be used due to the absence of a staff member.

CMRS: As a general rule, temps are utilized in order to provide flexibility with fluctuating work loads in the following areas:
 - 8 Electricians - assisting the licensed journeyman with their daily tasks.
 - 4 Refrigeration/AC Mechanics - assisting the licensed journeyman with their daily tasks.
 -5 Carpenters - assisting the licensed journeyman with their daily tasks.
 -2 Clerk 3s - located at the Shops and the Construction Management Section to monitor invoices, establish a proper procurement filing system, compile the roofing documents and roof maintenance program and to aid the Secretary in assisting the 80 staff members stationed at that location.
 -1 Architectural Drafter - to assist drawing for projects and models.
 -1 Architectural Drafter - to manage plans room, flat files maintenance
 -1 Clerk at Storeroom - to assist stock functions

Fleet: Fleet currently has five temporary, contracted employees:
 - 1 Data Entry Specialist entering vehicle and fuel card information into two computer systems and preparing new and replacement fuel cards for County operators. The intent was to fill this position within the upcoming months but we recently found out that the data entry position that was going to be used was permanently transferred to Team Metro's 311 Call Center. Therefore, the temporary help will continue for an indefinite period.
 - 1 Semi Skilled Laborer performing vehicle cleaning and miscellaneous shop-related work.

- 1 Automotive Parts Specialist (APS) as a temporary measure until a full-time APS 2 vacancy is filled. The filling of this position is expected to be completed by the end of May, 2005.
- 1 Special Projects Administrator 1 contracted to serve as a supervisory floater at our various repair facilities. Due to the hiring freeze, we are unable to recruit for this position permanently; therefore, we are using temporary-contracted help as a replacement. The timeframe for using this position is indefinite.
- 1 Computer Analyst with extensive knowledge of our EMS system is assisting GSA MIS staff on the conversion of the current EMS system to the new Datastream software whose implementation (1st phase) is planned for the end of this summer.

FUMD: FUMD has one part-time Building Management System Operator 1, two part time Console Security Specialist 1s, and one part time Console Security Specialist 2 vacancies.

With the exception of the maintenance supervisor at the Public Defender Building and the plumber at the Graham Building, all temporary agency personnel are interim positions, necessary in order to maintain critical functions performed by currently unfilled approved, budgeted positions. All are either under recruitment, or approved for recruitment. Temporary agency personnel are expected to be released upon the filling of these positions, projected to occur by the end of fiscal year 2005.

Current temporary agency positions include one part-time console security specialist, one building service ticket data entry clerk, one maintenance supervisor, three maintenance mechanics, one maintenance repairman, one plumber, one building manager, and two elevator billing/data entry clerks.

F. Other Issues   The need to determine and identify adequate funding and acquire a location for the Trades Shop facility is still a major and critical pending issue. Bridge construction is due to start May 05 and the State gained access to the property for demolition of the existing Carpentry Shop during the month of February 05.

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FINANCIAL SUMMARY

(All Dollars in Thousands)

	PRIOR YEAR Actual	CURRENT FISCAL YEAR						
		Total Annual Budget	Second Quarter		Year-to-date			
			Budget	Actual	Budget	Actual	$ Variance	% of Annual Budget
Revenues								
Carryover	12,437	5,878	1,470	0	2,940	16,420	13,480	279%
Proprietary	3,443	3,664	916	1,013	1,832	1,996	164	54%
Vehicle Charges	20,810	24,292	6,073	5,981	12,146	11,927	-219	49%
Int. Svc. Charges	133,333	135,528	33,882	26,445	67,764	49,709	-18,055	37%
GF Subsidy	16,918	24,301	6,075	0	12,150	0	-12,150	0%
Total	186,941	193,663	48,416	33,439	96,832	80,052	2,239	41%
Expense*								
Personnel	48,749	53,521	13,380	13,063	26,760	26,182	-578	49%
Other Operating	104,988	107,146	26,787	31,824	53,574	51,766	-1,808	48%
Capital	12,686	32,996	8,249	2,803	16,498	6,643	-9,855	20%
Total	166,423	193,663	48,416	47,690	96,832	84,591	-12,241	44`%

Equity in pooled cash (for proprietary funds only)

	Prior FY 03-04 Beginning Year Actual	Prior FY 03-04 Year-end Actual	Current FY 04-05 Second Quarter
GSA - Administration	1,046	1,418	1,582
GSA - Fleet Management	6,873	14,725	18,252
GSA - Materials Management	684	(67)	65
GSA - Risk Management	326	377	(4,674)
GSA - Facilities Management	(4,003)	(2,120)	(19,235)
GSA - Construction Management & Renovation Services	4,198	3,683	1,330
TOTAL	9,124	18,016	-2,680

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Comments:

a. Actual carryover is recorded as having been 'received' in the first quarter. Carryover includes about $10.1M for encumbered vehicle replacements and $2.5M earmarked for Fleet Management's Facility Replacement. Budgeted carryover is spread among quarters to reflect equal quarterly amounts.
b. The percent of annual budget was calculated using the year-to-date actual as a percentage of the annual budget.
c. Numbers do NOT include the Office of ADA Coordination
d. Internal Service Revenues (at 37%) are lower than the budgeted amounts primarily because the General Fund Subsidy ($24.3M) and funding for the Risk Management Division ($16.5M) are not received until the end of the fiscal year.
e. Operating Capital (at 20%) is lower than the budgeted amount primarily because encumbrances ($17.5M) for vehicle purchases have not yet been liquidated.

STATEMENT OF PROJECTION AND OUTLOOK

The Department projects to be within authorized budgeted expenditures and projects that available revenues will exceed expenses except as noted below:

Notes and Issues:
a. GSA is currently working with the OSBM to develop a new funding model for FUMD, which may not impact Fiscal Year 04-05. Absent this model, the problems that arose pursuant to security enhancements and the Living Wage Ordinance would continue to garner deficits for the Buildings. As of April 10 2005, the rent model was in the final stages of the study for implementation FY 05-06.
b. Received the second of three payments to cover the $3M (OSBM mandated) loan from Fleet to MDPD from the Vehicle Replacement Program last fiscal year. One more payment of $1M is due from MDPD this fiscal year to pay off the balance.
c. Deferred payment of MDFR vehicle replacement/policy charges for two months, August and September 2004, totaling $770,000. The repayment due in the first quarter of FY 2004/05 has been extended by OSBM to a later time.
d. A credit of three (3) months worth of total Fleet charges (policy and operations) totaling $565,000 was taken by the Housing Department to cover the value of Housing vehicle turn-ins from the CMO/OBSM 10% vehicle reduction program. OSMB is working on the resolution of this issue.
e. Continuing to work with the Enterprise Technology Service Department towards creation of web enrollment for employee benefits.
f. GSA closed FY03-04 with revenues that exceeded projections and expenditures that were lower than budgeted or projected. Several expenditures, notably vehicle replacements, were deferred until FY04-05 and subsequent years.
g. Budgeted carryover was significantly lower than actual thereby providing the department with the additional cash as stated above. It must be noted that all available funds will be needed as GSA works through FY04-05 and outstanding encumbrances are applied to vendors' payments.

DEPARTMENT DIRECTOR REVIEW

The Department Director has reviewed this report in its entirety and agrees with all information presented including the statement of projection and outlook.

Date_____

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Signature
Department Director